CLASSIFICATION TITLE- SUB-TITLE
IS Systems Development Services Consultant/Administrator

POSITION SUMMARY
Under the general supervision of the Child Welfare Management Information Chief, the IS Systems Development Services Consultant/Administrator will lead the planning, development, implementation, upgrade, and support process of the Department of Children and Families (DCF) child welfare applications, including Wisconsin's Statewide Automated Child Welfare Information System (eWiSACWIS).

This lead technical expert is responsible for managing the testing phase for development of applications and analyzing business requirements for the development of technical requirements resulting in a new feature or enhancement of eWiSACWIS and other child welfare applications. This position works with the vendor to define and develop detailed specifications and designs for system development. The position is the technical expert and leads in working with County and State programmatic staff and child welfare project management information staff to define and develop applications to support business processes. The incumbent is expected to work with little supervision and assist others throughout the Department in their areas of expertise. This position will be responsible for all areas of the development life cycle such as detailed system testing, leading the business in user and acceptance testing, evaluation of system effectiveness, development of methods to identify ongoing applications training, and operational support. Actual duties include managing the testing phase; developing, overseeing, and executing system test plans; evaluation of system effectiveness; and technical support for each of the child welfare applications. This position will have major responsibility for the review and analysis of changes in eWiSACWIS, including detailed specifications for programming staff, developing test criteria, and post implementation evaluation. Duties will also include analysis of county business flow for all aspects of Child Protective Services and reporting requirements to the Federal Government to document for future automation.

TIME % GOALS AND WORKER ACTIVITIES

25%   A.   Manage, lead, and oversee the testing phase for child welfare applications
- A1. Follow software development life cycle methodologies and practices
- A2. Be proficient in application functions and tools
- A3. Conduct and oversee functional and system integration testing, searching for results regarding performance, reliability, bugs, and other failures to ensure the systems function correctly and to ensure vendor is meeting programmatic quality and system specifications in a timely manner
- A4. Lead creation of a system testing plan, including creating scenarios tied to requirements of the projects and prioritizing them appropriately
- A5. Analyze new system requirements and/or system changes
- A6. Log and monitor detailed metrics to track the progress and outcomes of the testing process
- A7. Audit and ensure all testing outcomes are aligned to technical requirements
- A8. Based on testing result, make recommendations for system improvements
- A9. Provide advice on application presentation layers so that screens are user friendly and address functional needs of users
- A10. Perform final signoff for testing results
- A11. Monitor the completion of tasks and provide status/completion reports to management
- A12. Ensure final deliverables for eWiSACWIS meet federal compliance with CCWIS regulations
- A13. Provide direction to other professional IS development staff on appropriate uses of the complex technology and its potential deployment in existing business applications
- A12. Provide project management skills to facilitate the successful deployment of application releases

25%   B.   Lead requirements related activities for child welfare applications
- B1. Lead/participate in an initial consultation with internal or external client for understanding the scope of a project
- B2. Lead and facilitate application requirements gathering sessions. Identify project stakeholders and develop understanding of related program area in preparation for these sessions.
- B3. Analyze business requirements for the development and enhancement of the applications and prepare technical requirements/specifications for necessary application changes
- B4. Serve as a liaison between program business analysts and system developers

B5. As the technical expert, develop detailed technical requirements, data analysis, documentation, and detailed analysis

25% C. Lead system design solutions
C1. Lead/participate in User Centered Design by consulting with users to understand business needs and advise on technology capabilities and limitations
C2. Lead/participate in process mapping and ideation with the business partner
C3. Perform detailed design and propose detailed system alternatives in response to the customers' needs
C4. Develop processes to monitor system deliverables in order to ensure timely and accurate State and federal reporting
C5. Report status of project to customers and management on a regular and timely basis. Raise appropriate issues that need resolution from a higher organizational area.
C6. Review user documentation prepared by the vendor for completeness and accuracy
C7. Ensure final deliverables for eWiSACWIS meet federal compliance with CCWIS regulations

10% D. Provide technical support to system users and technical staff
D1. As the technical expert, provide support to county child welfare supervisors, workers, and technical staff on system applications
D2. Organize and participate in technical assistance sessions with County, State, vendor program and field staff
D3. Act as liaison between customers/end-users and technical staff, both vendor and in-house, including tracking of problems and resolutions

5% E. Provide consultation, leadership, and coordination for IT project related activities with current standards and BITS project methodology
E1. Provide technical expertise and leadership to the team
E2. Provide direction and training to other professional IS staff in the use of development tools, techniques, metrics, standards, and methodologies
E3. Participate in recruiting and mentoring of new IT staff

5% F. Provide a variety of program related analysis tasks to DCF Management
F1. Draft responses to a variety of correspondences related to eWiSACWIS/issues as directed by the Child Welfare Section Chief for DCF Management
F2. Provide information for management including preparing special reports and analyses, answering questions, and fulfilling requests to facilitate strategic decision making on the child welfare application portfolio
F3. Exhibit professionalism, project management methodologies, and customer relationship management skills to promote and facilitate the successful implementation of each eWiSACWIS initiative

5% G. Keep abreast of technology trends, state-of-the-art business solutions, and standards
G1. Increase job knowledge and skill development through appropriate training courses, selected reading, conferences, and seminars to understand and remain current with emerging industry strategies and trends
G2. Maintain advanced technical expertise in technology, design, capabilities, limitations, and methodologies of IT systems development
G3. Pursue expansion of the capabilities of strategic application development via professional organization involvement, education opportunities, and vendor interactions as appropriate

KNOWLEDGE AND SKILLS

1. Extensive knowledge of the eWiSACWIS application, expert knowledge of the ongoing case management modules
2. Advanced knowledge of child welfare policy and practice, statutes, and administrative rules and regulations

3. Considerable knowledge of computerized data processing systems analysis, report generation techniques, hardware, and software capabilities
4. Expert experience with gathering requirements for system changes
5. Ability to understand business requirements and translate business needs and requirements into technical solutions
6. Considerable knowledge of research design methods, management reporting techniques, statistics, and the use of data warehouse and business objects software
7. Extensive knowledge of related State and DCF programs, administrative systems, and operations
8. Extensive knowledge of program design and implementation
9. Extensive skill in organizing and planning complex projects and multi-dimensional tasks
10. Advanced skill in problem isolation and resolution methodologies
11. Advanced skill in developing and applying oral and written communications
12. Advanced knowledge of software development life cycle methodologies and practices
13. Considerable knowledge of user centered design philosophies
14. Advanced knowledge of the eWiSACWIS application and the impact on users
15. Knowledge of complex relational databases (Oracle preferred) and report generation techniques
16. Ability to create reports and query relational databases using common query tools
17. Complex business systems analysis and design from source systems to final reporting data warehouse/data marts
18. Expert project management/leadership
19. Development and implementation of thorough application test plans
20. Ability to work in a team environment, though self-motivated
21. Ability to mentor lesser skilled staff to enhance knowledge and performance